

ALTERNATIVE DISPUTE RESOLUTION COORDINATOR

DEFINITION

Under general supervision, this professional level position analyzes, researches, develops, coordinates and supports Court-specific Alternative Dispute Resolution (ADR) programs; provides alternatives and recommendations as they relate to Court-specific ADR programs and operations; and performs other related work as assigned.

DISTINGUISHING CHARACTERISTICS

Incumbents provide specialized expertise and support of Court ADR programs which involve frequent and relatively independent working relationships with judicial officers, private mediators, Court staff, litigants and applicable State agencies; and perform fairly complex procedure analysis to measure and improve the operational effectiveness of ADR programs.

TYPICAL TASKS

- manages Court's overall design and administration of ADR services;
- acts as liaison to support and sustain existing Court ADR programs and mediation service delivery;
- oversees ADR service delivery to ensure consistent and effective implementation of Court's policies and procedures regarding mediation;
- provides input regarding Court calendars and bench activities to ensure optimal use of ADR services;
- suggests changes to Court database to more effectively gather and format relevant data;
- performs statistical analysis of data;
- evaluates and summarizes data in terms of trends or indications of possible problem areas for ADR services;
- updates and maintains policy, procedure, and training materials related to ADR services;
- develops proposals and concepts to support Court programs;
- performs ADR grant research and coordination;
- responds to ADR inquiries and concerns;
- assists judicial officers, Court staff and program partners with ADR community outreach;
- acts as liaison/representative for the Court with local, state and national ADR interest groups as needed;
- researches filings, case files, case management systems and other resources to facilitate the delivery of ADR services;

- develops protocols, materials and scripts to explain the benefits of ADR services to Court users;
- conducts ADR informational sessions for Court staff and judicial officers.

EMPLOYMENT STANDARDS

Knowledge of:

- Court and community ADR programs and/or judicial administration;
- specialized Court mediation program functions and ADR best practices;
- general organization, purpose and functions of the judicial branch;
- techniques for gathering, compiling, analyzing and presenting information both orally and in writing;
- rules of English grammar, spelling and punctuation for the independent composition of reports and correspondence;
- Court case management system(s) used in one or more case types.

Ability to:

- communicate effectively both orally and in writing;
- establish and maintain effective working relationships;
- analyze and understand processes, identify problems, evaluate alternatives and develop solutions;
- present ideas and information effectively;
- reason logically and organize work priorities to accomplish daily tasks efficiently;
- work independently;
- prioritize projects based on program/division objectives;
- manage and/or coordinate projects involving participants from other divisions or agencies;
- generate enthusiasm and support of ADR programs' objectives;
- prepare clear, concise and accurate reports, generate statistics, and graphics;
- work with others to find mutually agreeable solutions to problems;
- use excellent judgment in dealing with confidential or sensitive information;
- operate a variety of office equipment, including a personal computer.

PHYSICAL CHARACTERISTICS

Strength, dexterity, coordination and vision to use a keyboard and video display terminal on a daily basis. Effective communication with judicial officers, Court staff and the public.

Dexterity and coordination to handle files and single pieces of paper. Occasional lifting of objects weighing up to 25 lbs., such as files, stacks of papers, reference and other materials.

Moving from place to place within an office. Remain in a stationary position for prolonged periods of time.

EXPERIENCE / EDUCATION

Possession of a bachelor's degree from an accredited college or university with major coursework in social work, business or public administration, communications, psychology, behavioral science, or a closely related field (experience may be substituted for the educational requirement on a year-for-year basis up to four years). AND

Two years of increasingly responsible professional analytical experience in a trial Court or a public, non-profit or criminal justice agency which would have applied the knowledge and abilities described above.

ADDITIONAL DESIRABLE QUALIFICATIONS

- Prior training and experience in ADR program design and service delivery.
- Completion of advanced mediation training credential.
- Related case management and mediation service delivery experience.

OTHER CONDITIONS OF EMPLOYMENT

- This position may require a valid driver's license.
- Travel to locations within the county and/or to other jurisdictions may be required.